

MISSISSIPPI 811

GeoCall

Web Portal Ticket Entry

User Manual



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General Information

Legal Holiday

According to MS Law, the following legal holidays are not considered as working days ("Working day" shall mean a twenty-four-hour period commencing from the time the ticket is processed or entered by Mississippi 811, Inc., excluding Saturdays, Sundays and legal holidays). See the [One-Call Law](#) for more information.

New Year's Day
Robert E Lee/Dr. Martin Luther King Jr Birthday
President's Day/Washington's Birthday Day
Confederate Memorial Day
Memorial Day
Independence Day
Labor Day
Columbus Day
Veterans Day
Thanksgiving Day
Christmas Day

MS811 Observed Holidays

The MS811 office will be closed on the following days. Locate requests called in on these days will be processed by TN811. The Day after Thanksgiving Day & Christmas Eve are not legal holidays and are considered as working days according to One Call law.

New Year's Day
Memorial Day
Independence Day
Labor Day
Thanksgiving Day
Day after Thanksgiving Day (working day)
Christmas Eve (working day)
Christmas Day

Excavation Notice

According to the law, an excavator must call no less than two (2) working days or more than ten (10) working days prior to excavating. According to the law, the ticket will be good for ten (14) calendar days from the proposed commencement date that is recorded on the ticket under Work Site Information.

Geo Remote User Agreement

With our computer system we have the capability of allowing member companies and contractors the option of entering their own tickets . This would allow you to enter tickets without having to call into Mississippi 811. The person filling in the ticket will have access to the same screen and mapping that we have at Mississippi 811.

There are three levels of ticket entry.

Level 1 - Simple ticket interface without mapping. User fills out form and submits it. The ticket is stored in the suspended tickets table and processed by center personnel.

Level 2 - Ticket interface with mapping. User fills out ticket form, marks area to be excavated and submits it. The ticket is stored in the suspended tickets and processed by center personnel.

Level 3 - Ticket interface with mapping. User fills out ticket form, marks area to be excavated and submits it. Ticket number is returned and members are notified.

Ticket levels are assigned to users by center personnel based on the user's level of training.

To get to the portal ticket entry, click on the submit ticket button.

- Each person entering locates for your company will be issued a user name and password that is not to be shared with anyone.
- You are not allowed to enter Emergency, Short Notice, Cancellation, Damage and No Response locate request.
- When you need a ticket updated, you must call Mississippi 811 on a second request.
- You are not allowed to add a member company to those that are being notified. You will need to call Mississippi 811 before you save the ticket, if an additional member needs to be notified.
- You are not allowed to enter a test ticket. If you have any questions contact Mississippi 811.
- You are not allowed to correct your tickets. You will need to notify Mississippi 811 to make necessary changes to a ticket.
- **All tickets must have driving directions and locate instructions** using Mississippi 811 format when entering information.

This service is a privilege that is provided by Mississippi 811. Any Remote User that does not follow Mississippi 811 requirements will be locked out and not allowed to submit locate request through Mississippi 811 site. You will then need to Call, Fax, E-ticket or Email your locate request.

Logging Into GeoCall Web Portal

To launch the application, you will need to either click on the **Web Portal** link that is posted on the Mississippi 811 website home page at www.ms811.com, or enter the following address into your web browser.

The GeoCall Portal website address is: <https://geocall.ms811.org/geocall/portal/>

Once on the site, you should be on the Welcome page to Mississippi 811 Web Portal.



The screenshot shows the Mississippi 811 Web Portal welcome page. At the top, there is a header with the Mississippi 811 logo on the left, which includes a map of Mississippi and the text "protecting Mississippi's vital flow...one call at a time". To the right of the logo is the slogan "Know what's below. Call before you dig..." followed by the phone numbers "811 or 800.227.6477". Below the header, there are navigation links: "find tickets" on the left and "help home sign up login" on the right. The main content area is titled "Welcome to the Mississippi 811 Web Portal". Below the title, there is a paragraph explaining that the site allows excavators to submit locate requests and search for tickets. Another paragraph instructs users to click the "sign up" link to register and receive a verification email. A third paragraph mentions browser compatibility, specifically listing Mozilla Firefox, Google Chrome, and Microsoft Internet Explorer 8, 9, and 10. The page also has a section titled "E-Ticket Users" which states that the portal will replace the E-Ticket site and provides instructions for existing users to log in or new users to register.

Mississippi 811
protecting Mississippi's vital flow...one call at a time

Know what's below.
Call before you dig...
811 or 800.227.6477

find tickets help home sign up login

Welcome to the Mississippi 811 Web Portal

This site gives excavators the ability to submit locate requests tickets as well as search, view & print existing tickets, 24 hours a day 7 days a week.

Click on the **sign up** link to register. You will be sent a verification email letting you know that we have received your request. You will receive a second email when we have your account set up. You will then be able to log in to the Portal by clicking the **log in** link.

The Portal is designed to work with Mozilla Firefox, Google Chrome and Microsoft Internet Explorer 8, 9 and 10. Other browsers, including versions of Internet Explorer prior to 8, are not compatible with some of the new functions and features.

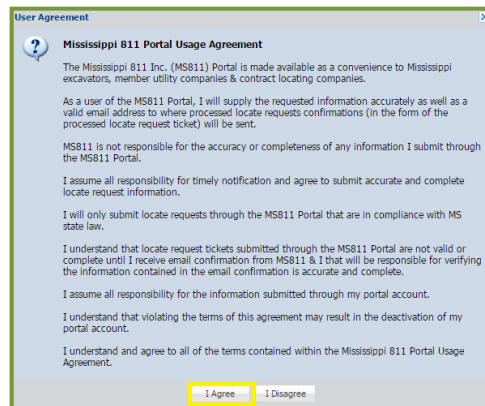
E-Ticket Users

The Portal will replace the E-Ticket site. If you are a registered E-Ticket user, your username & password for the E-Ticket site will not work for the Portal. If you have not yet received your Portal log in information from Mississippi 811 Inc., click on the **sign up** link to register.

To Log directly into GeoCall Web Portal. You will need to select Login that is located on top right corner of the Web Portal page.



- Then you will come to Mississippi 811 Portal usage Agreement.
- You will select I Agree to the terms to the agreement if you would like to proceed with submitting a locate request or select Disagree if you don't agree to the terms of the agreement. If you select I Disagree, then you will need to call into the Call Center to submit your locate request.

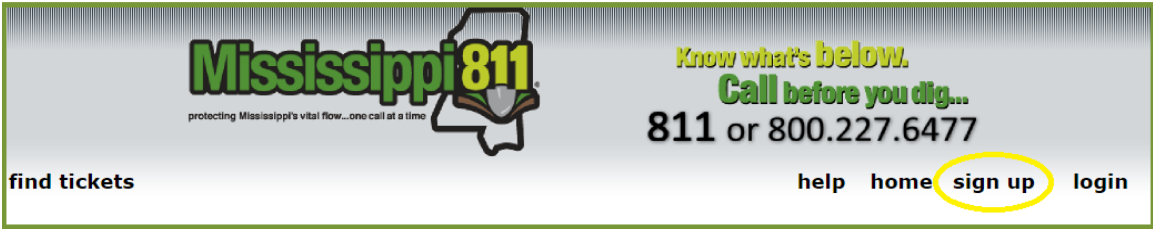


- To log directly into GeoCall Web Portal, type the user name and password into the appropriate fields of the login box. The login button is a default button. Hitting the 'enter' key is the equivalent of clicking this button with the mouse. After you type your password, just hit the 'enter' key and you will be logged into the application.

A login form with two input fields: "User:" and "Password:". The "User:" field is highlighted with a red dashed border. Below the "Password:" field is a link that says "Forgot password?". At the bottom of the form are two buttons: "Login" and "Cancel".

Mississippi 811 has assigned some E-ticket and Remote users with their username and password.

To sign up for Geocall Web Portal. You will need to select Sign up that is located on top right corner of the Web Portal page.



- You will select I Agree to the terms to the agreement if you would like to proceed with submitting a locate request or select Disagree if you don't agree to the terms of the agreement. If you select I Disagree, then you will need to call into the Call Center to submit your locate request.
- Then you will come to Mississippi 811 Portal usage Agreement.

User Agreement

?

Mississippi 811 Portal Usage Agreement

The Mississippi 811 Inc. (MS811) Portal is made available as a convenience to Mississippi excavators, member utility companies & contract locating companies.

As a user of the MS811 Portal, I will supply the requested information accurately as well as a valid email address to where processed locate requests confirmations (in the form of the processed locate request ticket) will be sent.

MS811 is not responsible for the accuracy or completeness of any information I submit through the MS811 Portal.

I assume all responsibility for timely notification and agree to submit accurate and complete locate request information.

I will only submit locate requests through the MS811 Portal that are in compliance with MS state law.

I understand that locate request tickets submitted through the MS811 Portal are not valid or complete until I receive email confirmation from MS811 & I that will be responsible for verifying the information contained in the email confirmation is accurate and complete.

I assume all responsibility for the information submitted through my portal account.

I understand that violating the terms of this agreement may result in the deactivation of my portal account.

I understand and agree to all of the terms contained within the Mississippi 811 Portal Usage Agreement.

I Agree

I Disagree

- You will be directed to Mississippi 811 sign up page.
- You will need to check the features you want to be able to access on the site and fill in the form on right.

Welcome to 811 sign up!

To sign up, simply check the features you want to be able to access on the site and fill in the form on the right. The center may need to contact you for further information.

☒ Find Tickets
 ☒ Enter Tickets

Your password must contain at least 8 characters, one upper case letter & one number.

Once you are done, hit the Submit button and your information will be sent to the center for processing.

The Call Center will review and setup your Portal account as soon as possible. You will be sent a conformation email when your account has been completely setup. You will then be able to log into your Portal account.

Cancel
Submit

User Information

Email: Your email will be your user name for access

Verify Email: Verify your email address.

Password: Enter a password. Verify your password

Name: First Name Last Name

Address:

City/St/Zip:

Phone: Just type the numbers, we'll for Extension

Company Information

Name: If you are not representing a company, just

☐ Company information is the same as the User information.

Address:

City/St/Zip:

Phone: Just type the numbers, we'll for Extension

Comments: You can enter any information you wish to convey to the center about your account here.

Ticket Contact Information

☐ Ticket Contact is the same as the User information.

Name: First Name Last Name

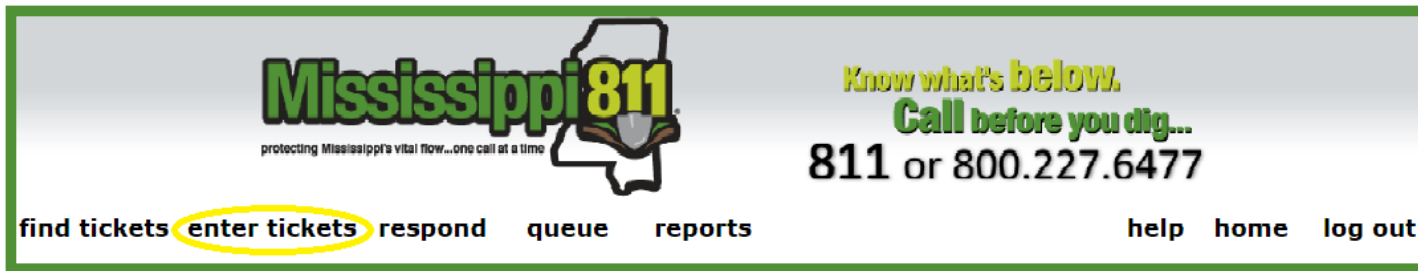
Phone: Just type the numbers, we'll format them. Extension

Email: Callback: Enter an alternate phone number.

- Next, you will need to select Submit.

The Call Center will review and setup your Portal account as soon as possible. You will be sent a confirmation email when your account has been completely setup. You will then be able to log into your Portal account.

Submitting a locate request. You will need to click on submit ticket located at the top left side of the screen. This will take you to locate information screen.



1. The information that is on the left side of the screen is the Contact Information; if the information is not correct please contact [Gidgit Reed or Joanna Henderson](#) to update your company information.
2. Make sure your caps lock button is on. All tickets should be entered in **ALL CAPS**.
3. Any field in **RED** is a required field and must be filled before saving the ticket.
4. You should tab through each section and pause and wait for the information to populate.
5. In the Direction and Instruction field you will need to enter driving direction and locate instructions. Any additional information should be in the Remarks field.

The ticket submitted will use the following contact information. If your contact information needs to be updated, contact [Member Services](#) (601) 362-3887.

Excavator:
(601) 362-4322
MS 811
5258 CEDAR PARK DR STE H
JACKSON, MS 39206

Caller:
GIDGIT REED
(601) 362-4322
TRAINING@MS811.ORG

Contact:
GIDGIT REED
(601) 362-4322
TRAINING@MS811.ORG

STOP and contact the call center if you have an EMERGENCY, SHORT NOTICE or NO RESPONSE locate request to report.

MS state law requires at least 2 WORKING-DAYS NOTICE for utility owners to mark their facilities.

You should notify any utility companies that are not in compliance with state law, as well as, any governmental and/or Railroad permit offices. Most utility companies will only mark up to their meter or the property line if there is no meter. Privately owned lines, such as natural gas, electric, water, sewer and propane service lines may not be located by the member utility and you will be responsible for having these lines located. Should your excavation exceed 10 working days, you will need to contact MS811 every 8 working days, to have the locate request updated or re-marked, until the excavation is complete.

If you're not sure how to fill out the ticket you may call the 811 Center for instructions. Thank you for using the portal.

Work Type: Select a work type ▼
For: Who will work be doi
Extent: How long will work t

☐ Explosives being used
☐ Site marked with White Paint, Flags, Etc.
☐ Directional Boring
☐ Additional Address listed in Directions/Instructions field

Work Done By: Who is doing the work? **Send Ticket**
Clear Form

State: MS **County:** Select a county... **Place:** Select a work place...
Address: Number Prefix Street Name Type Suffix
Intersection: Enter nearest intersecting street to job site.

Directions/Instructions
Max Char 1,000:
Enter accurate directions to the excavation site. For example: How far & what direction from intersection is the excavation site and what side of the road the site is on? Also you will need to provide where the excavation will take place?

Remarks / Max Char 1,000:
Enter any special instructions, GPS coordinates, on-site contact, etc.

Zoom To Clear Pan Mark Radius Mark Point Mark Line Mark Area Use Selection Measure Use T

100 mi 50 mi

Layers

Work Type-What type of excavation will be done on the job site? If the type of work does not populate, you will put the information in the Remarks field. E.g. setting 2 poles & trenching, gas line w/road bore, water line & meter.

Work For-List the person or persons the excavation work is being done for.

Extent-List how long the excavation will take place.

Explosives being used, Site marked with White Paint, Flags, Etc., Additional Address Listed in Directions/Instruction Field- You will need to put a check in this box.

Done By- List any sub-contractor company names, if applicable. (By listing a sub-contractor it does not relinquish them from their responsibilities of submitting a locate request.

Begin Work Date and Time- You will not change these fields. You are only able to submit a Normal locate request. State law requires a no less than two and no more than 10 working days' notice prior to excavating. (Do not enter a ticket if the work day is less than 2 and more than 10 working days).

Please stop and call MS 811.

State- DO NOT CHANGE THIS. WE ONLY DO TICKETS IN MS.

County-The county is where work is being done. There are 82 counties in the state of MS. A list of them is provided on the next page.

Place-The closest town or city in the county the work is being done.

Address- Enter the address number (e.g. 303...) where work will be done. Only one address can be entered in this field. If you need to enter multiple addresses on a street, check the **Addresses Direction/Instructions**- field and enter the additional addresses in the Direction/Instructions field. If the caller does not have an address, you will need to enter what street or the closest street the work is being done on in street information field.

Prefix- If a street name begins with north, south, east, northwest, northeast, southwest, or southeast, you would enter into this field, but you will have to abbreviate (e.g. N, S, E, W, NW, NE, SW, or SE).

Street-Enter the street name that the work will be done. If they do not have a street name you will need to know the closest street to the site.

Type-Enter the street type (e.g. St, Ave, Dr, Cove and Ct....) where work will be done. A list of abbreviations will be on the next page.

Suffix- If a street name ends with north, south, east, northwest, northeast, southwest, or southeast, you will have to abbreviate (e.g. N, S, E, W, NW, NE, SW, or SE) and put in the suffix field.

Intersection- You will need to enter the nearest intersecting street that the work is being done. An intersection is a street or road that "T" into each other.

Directions/Locate Instructions:

The form is titled "Directions/Locate Instructions" and contains the following fields and options:

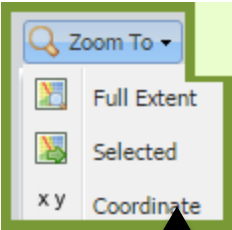
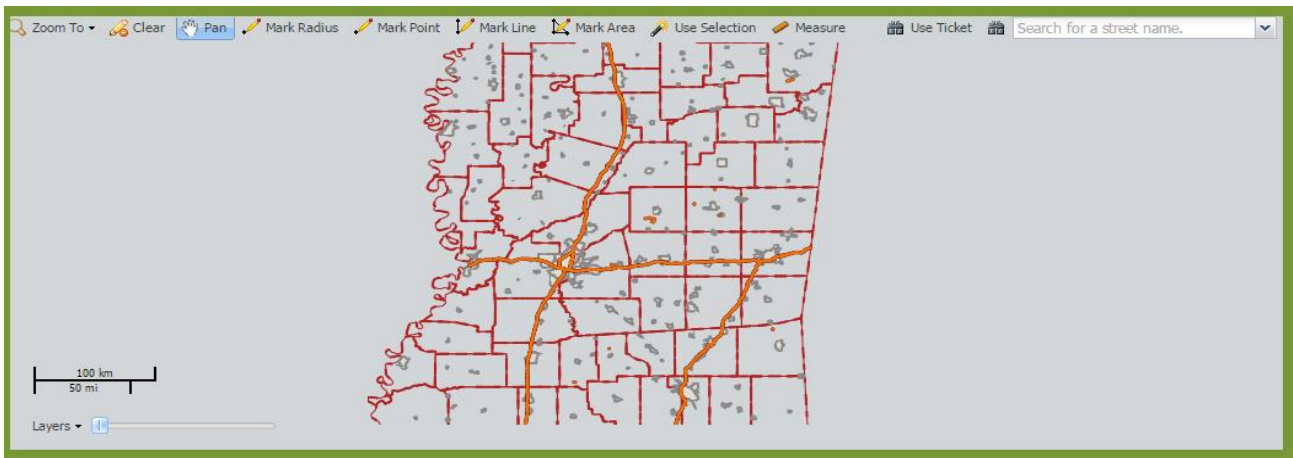
- Work Type:** A dropdown menu labeled "Select a work type".
- For:** A text input field labeled "Who will work be doi".
- Extent:** A text input field labeled "How long will work t".
- Work Done By:** A text input field labeled "Who is doing the work?".
- Buttons:** "Send Ticket" (green) and "Clear Form" (red).
- Checkboxes:**
 - ☐ Explosives being used
 - ☐ Site marked with White Paint, Flags, Etc.
 - ☐ Directional Boring
 - ☐ Additional Address listed in Directions/Instructions field
- State:** A dropdown menu with "MS" selected.
- County:** A dropdown menu labeled "Select a county...".
- Place:** A dropdown menu labeled "Select a work place...".
- Address:** Fields for "Number", "Prefix", "Street Name", "Type", and "Suffix".
- Intersection:** A text input field labeled "Enter nearest intersecting street to job site."
- Directions/Instructions:** A text input field with a placeholder: "Enter accurate directions to the excavation site. For example: How far & what direction from intersection is the excavation site and what side of the road the site is on? Also you will need to provide where the excavation will take place?".
- Remarks / Max Char 1,000:** A text input field with a placeholder: "Enter any special instructions, GPS coordinates, on-site contact, etc."

Directions/Instructions- When a ticket is being generated, be sure to add the driving directions and locate instructions in the **Directions/Instructions field**. The following formats are required to use when doing directions, in some cases you may have to use something different but it still should be precise with directions on how to get to a site and where to locate once you get to the site. It is very important the **Directions/Instructions field** is worded correctly so the locators are clear where to locate, and to ensure no lines will be cut.

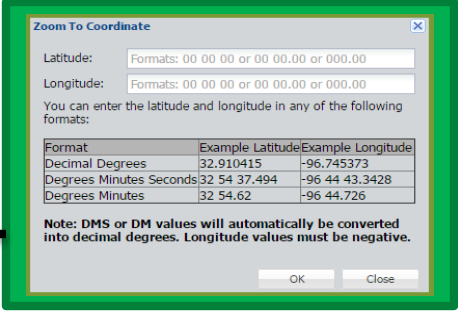
- FROM INT OF WHAT RD & WHAT RD GO WHAT DIRECTION (NORTH, SOUTH, EAST OR WEST) ON WHAT RD & APPR HOW FAR.
- FROM WHAT TOWN GO WHAT DIRECTION (NORTH, SOUTH, EAST OR WEST) ON WHAT RD APPR HOW FAR.
- SITE LOC AT INT OF WHAT RD & WHAT RD.
- BEGIN LOC AT INT OF WHAT RD & WHAT RD & CONT WHAT DIRECTION (NORTH, SOUTH, EAST OR WEST) ON WHAT SIDE OF WHAT RD APPR HOW FAR.
- FROM INT OF WHAT RD & WHAT RD GO WHAT DIRECTION (NORTH, SOUTH, EAST OR WEST) ON WHAT RD APPR HOW FAR. BEGIN LOC HERE & CONT WHAT DIRECTION (NORTH, SOUTH, EAST OR WEST) ON WHAT SIDE OF WHAT RD APPR HOW FAR.
- FROM RANKIN/ HINDS CO. LINE GO WHAT DIRECTION (NORTH, SOUTH, EAST OR WEST) ON WHAT RD APPR HOW FAR.
- FROM RANKIN/HINDS CO. LINE GO WHAT DIRECTION (NORTH, SOUTH, EAST OR WEST) ON WHAT RD APPR HOW FAR. BEGIN LOC HERE & CONT WHAT DIRECTION (NORTH, SOUTH, EAST OR WEST) ON WHAT SIDE OF WHAT RD APPR HOW FAR.
- SITE LOC APPR HOW FAR & WHAT DIRECTION (NORTH, SOUTH, EAST OR WEST) FROM WHAT INTERSECTING RD. (ONLY USE IF YOU HAVE AN ADDRESS).

Remarks- This box should be used to give the locators additional information on how to find and/or mark the excavation site. For example- Dog in backyard. Brick house w/orange shutters, area marked w/orange flags, pedestal number etc. You can also list any job numbers you want to reference on the ticket in this field. The **Remarks** box is **NOT** a required field. This box can be left blank.

Mapping Tools- There are several map tools available when working with the map. The map tools are shown across the top and along the bottom left side of map.



- Magnify**
- Take the map to display all counties.
- Will zoom to the site marked on the map.
- Enter latitude and longitude coordinates.



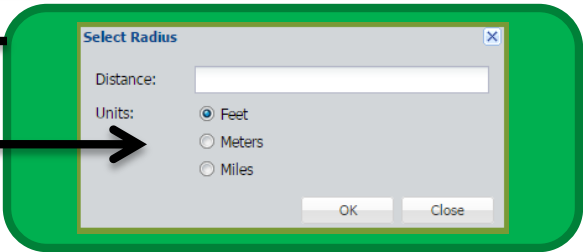
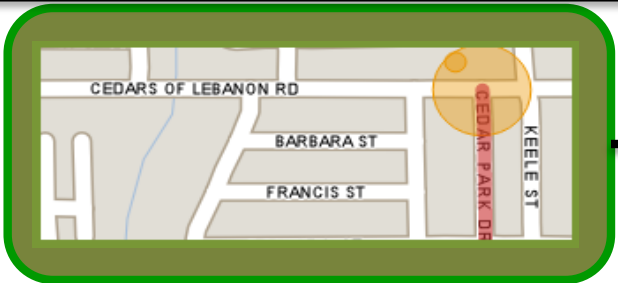
Clears any area marked or measured on the map.

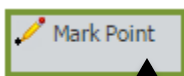


Changes the mouse pointer to a hand and allows the operator to move the map view around to different areas on map.



This tool is used to mark a radius at an intersection and can't be more than 2243 feet.





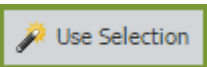
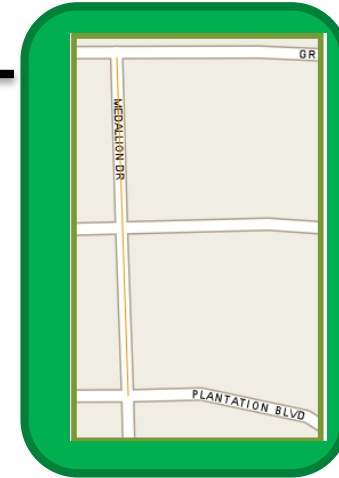
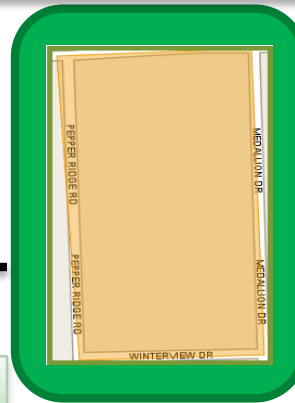
This tool is used to mark a point on the map at approximate area of job site.



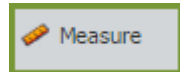
Use this when marking a distance. (Can only mark 1 mile per ticket)



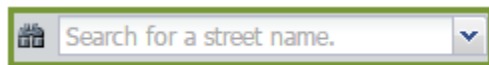
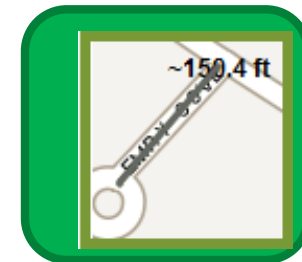
This tool is used to mark the boundaries of a site, such as an institution, apartment, large area, etc.



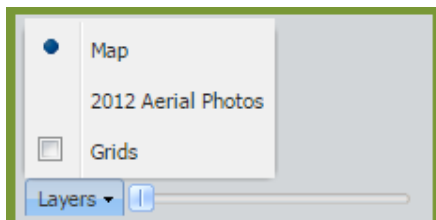
Converts sketched area into the selection.



Measures the distance from a point as the operator drags the mouse for the distance needed on a ticket.



This section is used to search for streets, institutions, apartments, schools, etc.



Map-this tool is used for default street view.
2012 Aerial Photos-Show the aerial photo views of an area.
Grids-Allows the user to view the range, township, section and quarter section of an area.

Closing a Ticket- the **Submit** button located on the tip right side of the screen will completely close out the ticket and remove it from the current view.

The form is titled "Closing a Ticket" and contains the following fields and options:

- Work Type:** Select a work type (dropdown)
- For:** Who will work be doi (dropdown)
- Extent:** How long will work t (dropdown)
- Explosives being used:** ☐ Explosives being used
- Site marked with White Paint, Flags, Etc.:** ☐ Site marked with White Paint, Flags, Etc.
- Directional Boring:** ☐ Directional Boring
- Additional Address listed in Directions/Instructions field:** ☐ Additional Address listed in Directions/Instructions field
- Work Done By:** Who is doing the work? (text field)
- Send Ticket:** (green button)
- Clear Form:** (red button)
- State:** MS (dropdown)
- County:** Select a county... (dropdown)
- Place:** Select a work place... (dropdown)
- Address:** Number (text field), Prefix (dropdown), Street Name (text field), Type (dropdown), Suffix (dropdown)
- Intersection:** Enter nearest intersecting street to job site. (text field)
- Directions/Instructions:** Enter accurate directions to the excavation site. For example: How far & what direction from intersection is the excavation site and what side of the road the site is on? Also you will need to provide where the excavation will take place? (text field)
- Remarks / Max Char 1,000:** Enter any special instructions, GPS coordinates, on-site contact, etc. (text field)

If you are Level 2 user a dialog box should appear.

The dialog box is titled "Ticket Submitted" and contains the following text:

The ticket was submitted and you'll be notified by email when it has been processed by the center. Do you want to enter another ticket?

Yes No

If you are Level 3 user a dialog box should appear with your ticket number and member utilities notified.

The dialog box is titled "Ticket Submitted" and contains the following text:

The ticket was submitted successfully.

Your ticket number is **14101512030727**

The following utilities will be notified:

A T & T DISTRIBUTION JACKSON	Fiber, Phone	MS3001
MS 811 INC TEST - MS0000	Electric	MS0000
MS 811 INC TEST - MS0001	Gas	MS0001
MS 811 INC TEST - MS0002	Water	MS0002

If there are any other utilities, you may wish to contact them on your own.

Do you want to enter another ticket?

Yes No

****If a member company is not listed and need to be notified on a request, you will need to contact Mississippi 811 to have the utility company added to the ticket. If they are not a member of Mississippi 811 your will need to contact them directly****